

## CUSTOMER ADVOCACY GROUP (DSCC-N)

### MISSION:

Serves as the principal advisor and assistant to the Commander for customer service. Is responsible for providing DLA and military customers logistical support in the following program areas.

### FUNCTIONS:

Serves as the DSCC Contact Center. Provides customer assistance for requisition information 24 hours a day, 7 days a week. Receipts/distributes messages, including customer/depot discrepancy reports. Serves as one of the four Emergency Supply Operation Support Teams located within the Aerospace, Land, Maritime, Commodity, and Customer Advocacy Group. Oversees the administering of the Readiness Program Unit that serves as the Center/DLA focal point on military readiness and sustainability objectives. Center lead on spares modernization program kiting and logistic engineering support to the warfighter. Directs the administrative systems and programs in its performance of support services to include: internal processes, security documents/requests in support of all security needs; monitors all programs and systems through the preparation of reports and project studies; manages all training programs impacting Customer Advocacy Group personnel; and coordinates all formal and organic training activities and administers CAG operational budget.

1. Serves as Center Non-NSN, MIPR acquisition unit in support of military requirements.
2. Oversees and implements acquisition in support of the ICP EMALL

## PROCESS INITIATIVES TEAM (DSCC-NI)

### MISSION:

Provides workflow analysis, advice, and assistance to the Customer Advocacy Group directorate in benchmarking functions, processes, and procedures for improvement of identified processes to meet accepted industry standards. Coordinates Budget, Training requirements, ADP Security, Personnel Actions, Equipment Accountability and Activity Based Costing initiatives. In addition has the lead for group on command, DLA HQ initiatives.

### FUNCTIONS:

1. Serves as group focal point for the Equal Employment Opportunity Program as it affects the Center.
2. Serves as Terminal Area Security Officer (TASO) for the Customer Advocacy Group (CAG).

3. Performs all centralized administrative support functions essential for operational control and coordination of the CAG.
4. Monitors and controls CAG participation in Beneficial Suggestion Program, and appropriate portions of historical reports.
5. Develops, monitors, coordinates, and implements policies and programs in support of Safety and Health regulations.
6. Provides mail service, suspense correspondence, and handles classified document control.
7. Performs distribution control of ADP input/output for the CAG.
8. Obtains duplicating, printing, and graphic aids services.
9. Provides principal and alternate custodians of classified information control, and principal and alternate security representatives to administer the CAG Internal Security Program, including information, personnel, physical and ADP security in accordance with applicable publications.
10. Administers files and maintenance disposition program.
11. Assists in administering the US Savings Bond Program and official fund-raising campaigns.
12. Maintains reference library of required publications. Processes requests for publications. Distributes all products based on requests received.
13. Provides budget coordinator with funding requirements for common office and unique supplies and commercial publications.
14. Processes requests for and distributes CAG expendable office supplies.
15. Coordinates all CAG work order requests, maintenance support and repair, with the Office of Installation Services.
16. Determine requirements and stocks and distribute both expendable and unique equipment and supplies.
17. Coordinates and processes shipments of military vehicles.
18. Coordinates and processes all personnel actions for the CAG, and appropriate portions of historical reports.
19. Coordinates training requirements, assignment of training allocations and training records for the CAG.
20. Develops, monitors, and administers ICP inventories, coordinates with stock control to identify and resolve transaction delays.
21. Responsible for custody of assigned government-owned property within the ICP. Conducts annual inventory of accountable property in area of responsibility.
22. Develops, establishes, and administers policies and procedures in the protection of abuse and misuse of investment of supplies/materials.
23. Participates in operational cost data as it relates to consumption of supplies.
24. Ensures sound investment of supplies, materials, and equipment. Provides financial management data as established by higher authority.
25. Works in conjunction with Operating Equipment Division, Installation Services, to ensure compliance with the administrating of operation equipment maintenance and consolidated equipment pool program.
26. Plans inventory workload and coordinates inventory schedule with base supply.
27. Maintains records of due-in assets and reviews recurring documents/listings to assure validity and proper recording of receipts.

28. Reviews, approves, or re-computes as necessary, forecasts of requirements and applies intensive management to selected items.
29. Initiates local purchase actions.
30. Coordinates unusual acquisition and storage of requirement supplies/materials.
31. Directs recoupment of material and property disposal.
32. Conducts periodic review of supply management data to control and improve the supply position.
33. Provides Support for EARS.
34. Develop, update and monitor Individual Development Plans (IDPs) for CAG Associates.
35. Reviews process to determine if all processes are within the defined mission of DSCC and DLA Material Management strategic plan.
36. Defines new process baseline by combining the results of the Customer and Process reviews.
37. Develops Work Breakdown Structure (WBS) by organizing the revised process baseline with best business processes.
38. Develops the Performance Work Statements (PWS) for each process defined in the WBS.
39. Develops performance measures for each PWS developed, which determines the quality, responsiveness, and cost of the process.
40. Determines the Performance Assessment (PA) for each function, process, or service to determine the level of performance achieved, as it relates to the established PWS.
41. Establishes Performance Benchmark (PB) for each major process area to define the industry standard to be achieved. Identifies the Best Practices that deliver the desired level of performance.
42. Assesses the cost of performance through the process of Activity Based Costing (ABC).
43. Performs process mapping by outlining current process performance and determines means to reduce costs. Reporting benchmarking efforts and recommendations to Director for review and adoption of best practices.

#### CUSTOMER COMMUNICATIONS UNIT (DSCC-NE)

##### MISSION:

Provide world-class response to our customers. Acts as DSCC customer focal point and ombudsman. Responds to customer requests for requisition/stock information and assistance 24 hours a day, 7 days a week. Expedites delivery of emergency, high priority requirements.

#### 1210 EMERGENCY SUPPLY OPERATIONS CENTER ESOC EXPEDITERS (DSCC-NEA)

##### FUNCTIONS:

1. Resolves critical supply problems in response to customer requests for assistance as assigned.
2. Manages and controls high priority supply projects and backorders.
3. Takes intensive management actions to satisfy supply problems by directing that new or additional procurements be made, directing the recoupment of materiel from property

disposal, offering substitute items, initiating lateral support and authorizing premium pay for production and transportation.

4. Notify and keep customers abreast on actions involving initial (SAR) supply assist request and final SAR responses.

#### EMERGENCY SUPPLY OPERATIONS CENTER ESOC BUYERS (DSCC-NEB)

##### FUNCTIONS:

1. Processes purchase requests in support of IPG I NMICS requisitions and other urgent requirements.
2. Solicits and evaluates offers, proposals and quotations.
3. Conducts negotiations on price and other contractual provisions.
4. Obtains required approvals and clearances.
5. Awards contracts and places purchase and delivery orders.
6. Conducts market surveys with contractors to determine availability of urgently required items prior to receipt of purchase requests.
7. Modifies the original terms and conditions of contracts/purchase orders to satisfy urgent requirements.
8. Follow-ups on or expedites contracts/purchase orders/keeping customer informed of expedite actions being taken.

#### CONTACT CENTER (DSCC-NEC)

##### FUNCTIONS:

1. Provides centralized 24-hour customer service for the Center.
2. Acts as a focal point for "one-stop" customer service.
3. Provides assistance to customer inquiries for stock availability, requisition status, technical and acquisition information.
4. Researches/processes customer requests for follow-up status.
5. Initiates off-line expedite action with the storage depots to fill high priority requisitions.
6. Performs initial expedite actions in response to selected Supply Assistance Requests.
7. Forwards requests for assistance, as required, to appropriate Center personnel for resolution.
8. Assists in the requisitioning process for customers having problems ordering products from the Center.
9. Provides customers recommendations for obtaining improved services, while educating them on DLA policies, DSCC procedures, and system utilization.
10. Researches, compiles, and evaluates data received from customer contacts to identify patterns in types of inquiries received and problems encountered; proposes resolutions.
11. Process requisitions, and related actions, received by any media other than transceiver.
12. Prepares and forwards passing and referral orders.
13. Researches and initiates follow-up action on overage Materiel Release Orders (MROs).

14. Terminates supply actions resulting from customer cancellations.
15. Processes computer rejects (violations) and requisitions containing exception data. Initiates corrective action for continuing of machine processing.
16. Analyzes and researches systematic problems between SAMMS and other automated systems.
17. Researches customer inquiries involving return of excess materiel.
18. Rebuilds purchase requests, as directed by acquisition personnel.
19. Maintains customer complaint line and acts as customer ombudsman for complaint resolution.
20. Recommends and initiates changes in systems, policies, procedures and regulations, when required, to improve customer satisfaction with the Center.
21. Researches overall problems in the requisitioning process having negative effects on customer satisfaction and recommends solutions.
22. Performs specialized training, as required, for associates on other Customer Support teams.

## EMALL (DSCC-NL)

### MISSION:

The DoD EMALL is the single, defense-wide, electronic point of entry for Government personnel and other authorized customers to search for and order parts and supplies, information technology and other logistics support items online. It provides both suppliers and buyers with an opportunity to dramatically reduce order time and delivery of off-the-shelf finished goods items from commercial suppliers as well as National Stock Numbered (NSN) items from the Defense Depots.

## EMALL BUYERS

### FUNCTIONS:

1. Develop DoD EMALL Solicitation including coordination of the statement of work. This is done in consultation with DoD EMALL planners, Legal, Contract Policy, and Review.
2. Conduct market surveys with contractors to determine best commercial practices in commerce contracting.
3. Prepare and issue DoD EMALL solicitation, amending content as needed.
4. Evaluate proposals.
5. Conduct negotiations on price and other contractual terms.
6. Obtain approvals and clearances.
7. Modifies original terms and conditions including price and items.
8. Follow up on contractor performance.
9. Exercise options.
10. Meet with vendors to discuss program.
11. Market DoD EMALL to both vendors and customers.
12. Assist program manager with planning and projects related to DoD EMALL.

## EMALL CUSTOMER LIAISON

### FUNCTIONS:

1. Monitors daily DOD EMALL orders on sales reports. Verify orders are processing to DLA electronic ordering systems or by direct contact with vendors.
2. Contacts vendors and depots to validate shipments. Notifies customers.
3. Builds item transactions with DOD EMALL and DLA electronic ordering systems when required to re-instated customer orders.
4. Provides customer refunds and charge backs as required.
5. Coordinates SDR actions to facilitate customers.
6. Identifies deficiencies within DOD EMALL and initiates discrepancy reports.
7. Monitors progress of work to determine when progress and incentives should be paid and initiates action for non-performance.
8. Coordinates yearly with DFAS employees to closed out all open and cancelled orders.
9. Investigates customer and vendor complaints; resolves problems through records reconciliation and coordination among parties.
10. Prepares modifications, obtains missing or corrected data from supporting documents, operating instructions, vendors, or military regulations.

## NON-NSN/CUSTOMER ADVOCATE UNIT (DSCC-NN)

### MISSION:

Acts as DSCC focal point for Non-NSN, Military Interdepartmental Purchase Requests (MIPRs) issues. Receives and processes all associated customer requests, including supply, technical and acquisition aspects. Analyzes customer trends and support deficiencies, offering recommendations for continued improvements. Receipts/distributes incoming messages for Center, including customer/depot discrepancy reports via Customer Depot Complaint System (CDCS). Analyzes customer trends and support deficiencies and offers recommendations for improvements.

### FUNCTIONS:

1. Serves as the focal point for worldwide customers on Non-NSN issues.
2. Responsible for processing all MIPRs.
3. Receives customer requests for items of responsibility and inputs them into SAMMS, when appropriate.
4. Researches requested items, verifying the completeness of the description provided for possible procurement.
5. Determines and obtains required technical data on problem items.
6. Performs characteristic evaluation of data and establishes possibility of replacements with items of equal or better quality.
7. Researches availability of requested items and locates sources of supply, when required.

8. Prepares and forwards passing and referral orders.
9. Assists in the requisitioning process for customers having problems ordering from the Center.
10. Researches/processes customer requests for follow-up status.
11. Performs entire range of possible expedite actions in response to associated Supply Assistance Requests.
12. Provides recommendations to customers for obtaining improved services, while educating them on DLA policies, DSCC procedures and system utilization.
13. Makes recommendation when purchase request should be canceled and informs customer.
14. Terminates all associated actions resulting from customer cancellations.
15. Processes computer rejects (violations) and initiates corrective action for continuing mechanical processing.
16. Researches, compiles, and evaluates data received from customer contacts to identify patterns in types of inquiries received and problems encountered; proposes resolutions.
17. Analyzes and researches systematic problems between SAMMS and other automated systems.
18. Develops and maintains records of recurring supply problems in the requisition process; identifies trends, researches to determine causes; identifies and recommends corrective actions, to include system and procedural changes.
19. Rebuilds purchase requests, as directed by acquisition personnel.
20. Participates in acquisition planning with the Military Services and DLA for Federal Supply Classes assigned to DSCC.
21. Coordinates with the Military Services on policy matters pertaining to MIPRs and specialized acquisition methods.
22. Accomplishes contract planning.
23. Determines method of contracting and appropriate contract clauses.
24. Determines range of competition to be solicited.
25. Performs all functions necessary to issue solicitations.
26. Conducts pre-proposal/pre-bid conferences to ensure full understanding of the Government's requirements.
27. Conducts negotiations on price, type of contract and other contractual provisions.
28. Obtains required contract approvals and clearances, including those involving the Small Business, Disadvantaged Business Utilization and Labor Surplus Area Set-Aside Programs.
29. Evaluates bids, proposals and quotations and determines responsibility of prospective contractor.
30. Awards contracts and places purchase and delivery orders.
31. Follows-up on delinquent deliveries.
32. Issues contract modifications for all types of contractual changes.
33. Evaluates contracting package in order to identify and coordinate resolution of quality deficiencies.
34. Performs post-award functions of cancellations and terminations.
35. Assists DSCC-PAMC, as required, in resolving shipping discrepancies.
36. Performs all administrative functions related to the distribution and mailing of procurement documents; system input, validation and coding into SAMMS and DPACS; completing DD Form 350s, etc.

37. Performs reconciliation of contracting and production input to the commitment, award, billing, payment requisition status, requirements, distribution, and tracking files.
38. Provides reports, graphs, and analysis of Customer Depot Complaint System (CDCS) trends relating to customer service by the Focal Point.
39. Receives, makes system entry, matches associated computer output products, and distributes discrepancy reports to appropriate Center functional elements/depots for resolution, response and system closure.
40. Answers customers' requests for status of discrepancy reports.
41. Closes/reopens selected complaints in CDCS.
42. Researches misdirected discrepancy reports and route them appropriately.
43. Educates other DSCC elements, as required, on proper procedures for the submission and assignment of discrepancy reports in CDCS.
44. Performs monthly analysis of average input time fore discrepancy reports into CDCS.
45. Maintains accurate information for all action offices, action codes, points of contact and addresses at both Center and depot levels.
46. Maintains the DoD Activity Address Code File.
47. einstates, upon customer request, requisitions canceled via the Material Obligation Validation (MOV) process.